

Quality Assurance Protocols

Office Review – Contractor Paperwork – 100% reviewed

- Test in – test out numbers
 - No un-safe results during test-out
 - Review for consistency and reasonableness
- Comprehensive list of improvements
- Reasonable number/quality improvements installed
- Proper Installation order (air seal before attic insulation)
- Software inputs/results are reasonable

On-Site Review

100% of the first 5 jobs will be on-site reviewed, 25% of the next 20 will be reviewed and 5% of all jobs thereafter. Jobs to be reviewed will be chosen randomly or as part of a customer complaint review. If a contractor fails at any time, the number of QA reviews will increase and the contractor may be put on probation or suspended (see below).

- Review process with customer
 - Satisfaction/complaints/confusion
 - Reason for QC visit and process
- Health & Safety Testing
 - CAZ worst case, CO, Spillage, Draft
 - Compare with contractor test-out numbers
 - Zone Pressure test to garage and possibly other areas
 - Moisture Issues inside and out
- Efficiency Improvements
 - Blower Door test – compare to contractor
 - Duct Leakage, if improvement given in savings results
 - Verify installs – visual and/or IR
 - HVAC tests (temp rise/fall)??
- Review Results with customer
- Review Results with contractor
 - Immediately if on-site during QA
 - In writing if no immediate concerns
 - If critical problems, verbally and immediately (followed by written).

Results of the QA review will be provided to the contractor as quickly as possible subject to extreme safety and health issues which will be reported to the contractor immediately. The results will be provided to DEO and the EPA as part of the monthly and/or quarterly reporting process.

Customer Complaint Resolution Process

It is very important to the Program that customers of Delaware Home Performance contractors be satisfied. If at any time, a customer of a Delaware Home Performance Contractor complains to the Program, DOE Program staff will mediate the situation.

DOE Program staff will take the following actions:

1. Verify that customer and contractor have spoken with one another about the issue.
 - a. If not, direct customer to contact contractor before DE HPwES becomes involved.
2. Contact the customer to understand the nature of the problem
3. Contact the contractor to explain the allegations, and get their view of the situation
4. Determine if the customer's complaint is justified. If necessary, go out to the customer's home to inspect any alleged problems
5. Mediate solution to any additional repair work on the customer's home from the contractor, if necessary

Probation and Suspension

Probation

When on probation, the contractor's listing will be removed from Delaware's Home Performance website. However, the contractor may still use the Delaware Home Performance with ENERGY STAR logo and all related marketing material, and may call themselves a Delaware Home Performance with ENERGY STAR Contractor.

Causes for Probation

1. 3 justified customer complaints within 6 months
2. Critical testing failure – home or life in danger
3. Consistently fails to provide complete improvements list
4. Consistently improper/inadequate installation
5. Blatant disregard for program requirements

Reinstatement Requirements

1. Clear customer complaints and 3 months no new complaints
2. Additional mentoring and 100% QC review – 3 passes
3. Additional training and provides complete list
4. Additional training and 100% QC review – 3 passes – QC cost to contractor
5. 100% QC – passes 5 in a row – QC costs to contractor

A contractor may remain on probation for up to 3 months. If after 3 months all issues are not cleared, they will be suspended from participating in the Program.

Suspension

As stated in the Delaware Home Performance Partnership Agreement: *This Agreement is completely voluntary and can be terminated at any time for any reason by either DEO or the Participating Contractor with prior written notice from the terminating party to the other party.*

When suspended, contractors are expressly forbidden from using the Delaware Home Performance with ENERGY STAR logo, and may not refer to themselves as a qualified or participating Delaware Home Performance with ENERGY STAR Contractor.

Causes for Suspension

- Failure to clear customer complaints within 30 days
- Unable to consistently perform required tests accurately
- On probation for longer than 3 months
- On probation twice in one year
- Failure to maintain business requirements, E.G. insurance, certifications, etc.

Reinstatement Requirements

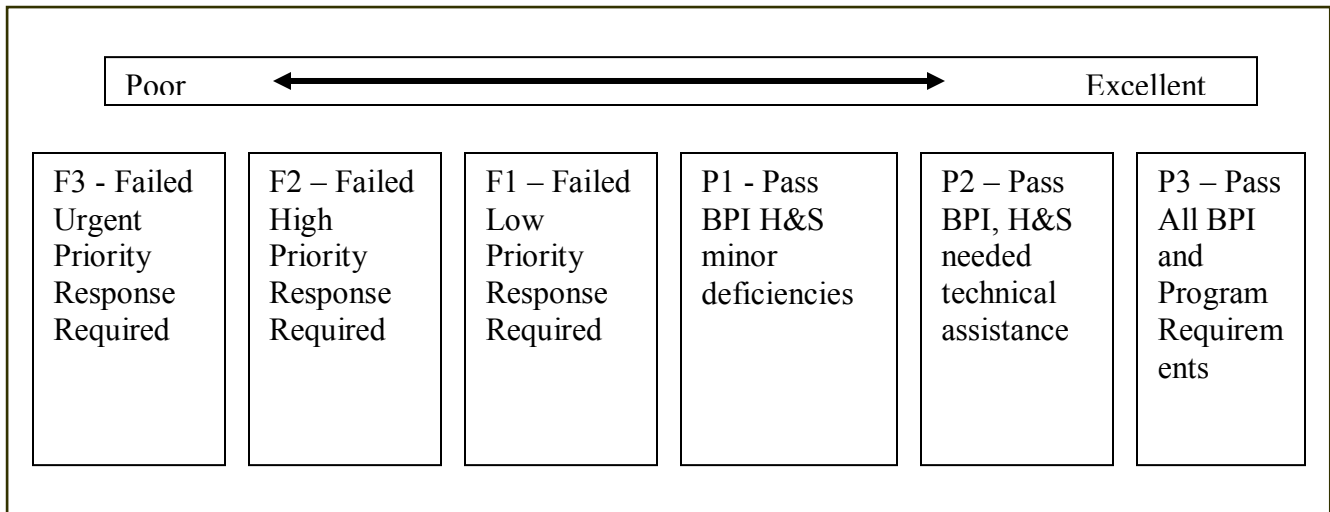
- Determined case-by-case
- Mutually agreed upon action plan

Decertification

Addressed through BPI processes

Contractor will be notified of Probation or Suspension in writing and has 7 days to respond with extenuating circumstances or other information. The contractor will remain on Probation or Suspension while this information is reviewed.

Overall Job Rating



F3 – House Failed – Urgent Response Needed. The inspector is not to leave the house until the issue is addressed and conditions are safe. Conditions in this category include:

- Combustion safety failures requiring immediate attention as prescribed by BPI Combustion Safety Action Levels
- Gas leak requiring immediate repair
- Contractor included in the scope of work as costs to the customer but not installed in the field

F2 - House Failed – High Priority Response Needed. The contractor must be notified and arrangements made to remedy the situation as soon as possible following the inspection. Conditions in this category include:

- Combustion safety failures that are below the immediate action levels but still require repairs
- Severe moisture issues
- Other health and safety related problems that do not pose an immediate risk to the building occupants
- No Health and Safety Testing Conducted

F1 - House Failed – Normal Response Needed. The contractor is to be given instructions for making repairs and a timeline for completing those repairs (typically 30 days)

- Below standard insulation installed
- Air Sealing results significantly below projections (<20%)
- Windows not meeting program standards
- Heating/Cooling and Hot Water equipment not meeting Program Requirements
- Non-Compliance with BPI standards (other than health/safety related measures)
- Failing to conform to Program Administrative Procedures
- Comprehensive Home Assessment not provided to the customer
- Comprehensive Home Assessment does not include information on all cost-effective energy measures
- HVAC equipment not installed to manufacturer's specifications or is not operating properly
- Quality of installation issues observed for measures installed
- Incorrect use of testing equipment

P1 - Passes All BPI Health & Safety Requirements but other deficiencies were observed. The home has passed BPI and program standards, but procedural issues such as incorrect testing values were found or minor quality of installation deficiencies was documented.

- Air sealing slightly below projections (<20%)
- Incorrect Blower Door Values
- Quality of installation issues observed and corrected
- Project meets Program and BPI Standards but energy saving opportunities were not identified by contractor

P2 - Passes all BPI & Program Standards with Technical Assistance. The home passed BPI and program standards, but field staff had to provide technical assistance to correct deficiencies before project was complete. In addition, if the home passed BPI and program standards but was not comprehensive in scope, it would fit into this category.

P3 - Passes all BPI and Program Standards and work scope was reasonably comprehensive. Field inspector may have comments about more that could have been done at the home, but the customer stated that they did not want or could not afford additional recommended measures.